



The Examiner

Naval Hospital Twentynine Palms

"Serving with Pride and Professionalism"

Volume 6, No. 1

January 1998

Military Sick Call Undertakes Major Changes

By Dan Barber, Public Affairs Officer
Naval Hospital Twentynine Palms

Lieutenant Commander Milessa Clifford and HMC Andrew Holmes of Military Sick Call (MSC) have requested and received approval to modify Sick Call's working hours, provide appointments to patients, and to implement a MSC Watch bill. This move was initiated because it was found in a recent patient satisfaction survey that MSC was not meeting patient needs in several areas.

In December of 1995, MSC expanded its hours of operation to open at 6 a.m. vice 7:30 a.m. This was done to facilitate Marine Corps Communications and Electronics School (MCCES) students. At the time it was felt that getting the students in and out of Sick Call before classes started for the day would benefit the students and the Marine Corps. However, according to Clifford and Holmes, since that time the large number of patients combined with new pharmacy requirements and lack of early morning x-ray and lab has resulted in an average patient wait in excess of two hours.

To remedy this situation, starting in February MSC hours will be expanded further giving all MCCES students access to care after class hours. In addition, recent changes in MCCES's orientation schedule would require weekend check in at MSC for new students. Weekly clinic hours will now be 7:15 a.m. to 10 p.m. Patient appointments will begin at 7:30 a.m. and continue until 7:30 p.m. The time from 8 to 10 p.m., will give Sick Call staff a chance to catch up on their paper work and health record maintenance. During weekends and Holidays MSC will

be open from 10 a.m. to 4 p.m.

Clifford and Holmes feel that by shifting the Sick Call system to appointments will erase the long waits associated with Sick Call visits. They also feel that it will also allow better use of the treatment rooms allowing for more patient privacy.

To facilitate the changes at MSC requires the removal of all Sick Call staff from all hospital watch bills and place them into a six section, seven day a week watch at MSC. These changes will allow greater access to care, better use of personnel and accomplishment of the hospital's mission statement of meeting the Marines healthcare

needs. The placement of the MSC staff on their own watch bill increases the frequency and hours of duty, however it meets the Force Master Chief's task of keeping HMs in HM roles.

Of course this change will have a major impact on the hospital's watch bills. To lessen the impact on staff, changes will take place to aid in the implementation of this important process improvement at MSC and once again place Naval Hospital Twentynine Palms at the forefront of innovative management in providing the best possible healthcare and access for its patients... Stay tuned for further details.

360 Shopping Days 'till Christmas...



Santa came to town and made a special visit to some young patients at the hospital.

Kudos to Hospital Staff

See page 2

Traditions & Customs

See page 4

Chaplain Says Hello

See page 5

Success Stories...

Kudos Flow to Hospital Staff

*By Captain Joan M. Huber, NC, USN
Executive Officer, Naval Hospital 29 Palms*

Dan Barber, our Public Affairs Officer, and the Editor of *The Examiner* approached me and asked me to write something for the next issue. He and I discussed what kinds of things I should write about and I decided that I want to focus on our successes.

The nature of health care and our business demand that we focus on things to improve and ways we can do things better. But, sometimes we forget to share and celebrate when we have done things well. I would like to share with you, in this issue and future issues of *The Examiner*, things we have done really well.

I represent the Naval Hospital at the Commanding General's staff meeting every two weeks. This meeting is designed for the CG and the Chief of Staff (COS) to disseminate new information to all the departments and commands on base and to collect information from those same departments and commands. Recently, at our meeting, one of the senior officers stood up and told the CG that he would like to publicly thank the Hospital for the great medical readiness and immunization program we have. He said that Hospital Corpsmen had come into his spaces with their immunization cart, given immu-

nizations to his personnel in their work spaces, updated shot records and medical records as they worked, and left his spaces less than an hour after arriving, supplying him with a list of his personnel, every one of whom was now medically ready for deployment, and not one minute of duty time had been lost. The officer continued to tell the CG that in all his years in the Marine Corps, he had never seen such a great program.

When he finished, the CG and the COS thanked him for the input because they were not aware of the service to the staff, and asked me to pass their kudos on to you. But, that was just the beginning! That one officer's comments opened a torrent of expressions of appreciation from all the other staff members and command representatives. Each one volunteered in turn to the CG that he, too, had received great service from the Hospital, only his service was even better than the last one mentioned. By the time they got to me, about twelve officers had recited their stories of great support. I accepted their compliments on behalf of the entire staff of the Naval Hospital and told them that it was our pleasure to assist them, and we were always standing by, ready to serve.

I left that meeting feeling really good about the job we do here, confident that our



Captain J.M. Huber

continuous efforts to meet the needs of our customers are having the effect we all hope for: We have satisfied customers who recognize the contribution we have made in accomplishing our mission and helping them to accomplish theirs. I hope you can appreciate the significance of this and feel really good about our accomplishments. You should, this is a real success story!

The **EXAMINER** Newsletter is an authorized publication of the U.S. Naval Hospital, Twentynine Palms, CA 92278-8250. The views expressed in this publication are not necessarily those of the Department of the Navy.

Commanding Officer

CAPT. R. S. KAYLER, MSC, USN

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CAPT. J. HUBER, NC, USN

Public Affairs Officer/Editor

DAN BARBER

The **EXAMINER** welcomes your comments and suggestions concerning the newsletter. Deadline for submission of articles is the 15th of each month for the following month's issue. Any format is welcome, however, the preferred method of submission is by e-mail or by computer disk. The Public Affairs E-Mail address is: tnp1dmb@tnp10.med.navy.mil. The Public Affairs Office telephone number is: DSN 957-2362, Comm (760) 830-2362, Fax: (760) 830-2385.

The **EXAMINER** is printed, under contract, on 100 percent recycled paper by Monument Printing, 57382 Twentynine Palms Hwy., Yucca Valley, CA 92284. Tel: (760) 365-5655, FAX: (760) 365-4936.

The **EXAMINER** editor would like to thank all those who participated in this edition.

Gettin' Promoted...



LCDR Michael Thomas, left, of the hospital's Laboratory Department is promoted to his current rank.



LCDR Jackelene Sutton, right, of Family Practice Clinic is promoted to her current rank.

From the Desk of the Command Master Chief...

On the History of the Hospital Corps

Congratulations to all of our newly frocked personnel. It was a great pleasure to see the large number of personnel who were advanced this last cycle. You should all be proud of your achievements. To those getting ready for this next cycle, look to these shipmates as the example. With plenty of study and hard work, you can be the ones being advanced next. Remember to take advantage of all the assistance the Education and Training Department provides.

100 years ago this year, the Hospital Corps was officially created. We will be having a huge celebration this June to commemorate our 100th birthday. I'm going to start a series of articles talking about the history of the Hospital Corps. Most of what I will share with you is not original work of mine but is culled from the numerous papers on our history I have accumulated over the years. I hope you find this information interesting and valuable. We have a rich history. Every one of you should feel proud to know that you are an integral part of the Hospital Corps.

Origin and Development of the Hospital Corps

Wherever you find Hospital Corpsmen, the expression, "above and beyond the call of duty" is commonly heard, especially in time of war. What is the basis for this? Why have so many members of the Hospital Corps been cited for performance of duty and for gallantly giving their lives in an attempt to save life? For a complete understanding of the esprit de corps of the Hospital Corps, it is necessary to review the past upon which this Corps has been built and the traditions which it has established.

From the very beginning of the Navy it was found necessary to make provisions for the care of the sick and injured. An act of Congress in 1799 provided: "A convenient place shall be set apart for the sick and hurt men, to which they are to be removed, and some of the crew shall be appointed to attend them." That portion of the ship assigned for the care of the sick was designated as the "cockpit." It was usually located in the forward part of the vessel, be-



HMCM (SW) Robert Bettis

low the water line, as a protection from shot and shell. The cockpit was also referred to as the "sick berth" and in the later years it became known as the "sick bay", as the rounded shape of the recesses or bay was located in the forward part of the ship between decks.

During the Revolutionary War, there were apparently no enlisted men trained in the care of the sick and injured. A number of the least necessary members of the crew were assigned this duty. Most of the ships of this period, depending on size, carried a surgeon and a surgeon's mate.

In 1814, Navy Regulations referred to the "loblolly boy" who was to serve the surgeon and surgeon's mate. Among his many other duties, especially in time of war the loblolly boy went fore and aft on the gun and berth decks ringing a small bell to give notice to "those slightly indisposed and with ulcers" to attend the surgeon at the mainmast. Navy regulations of the day and authentic accounts of shipboard life of tell us, the loblolly boy was, before battle, to provide the cockpit with water, containers for amputated limbs, braziers of charcoal for heating the irons to sear the stumps caused by amputations and for heating tar with which to stop hemorrhage. He was also to provide buckets of sand to catch the blood from amputations and wounds and to pour the blood over the side so that the surgeon might not slip while working. Gruesome and crude? Perhaps, but the methods in use today may sound the same way to persons nearly 300 years from now. Remembered that the customary treatment for compound fractures of limbs at that time was usually amputation. During boarding of vessels, hand-to-hand combat with cutlasses, gun butts, clubs, and the use of cannon with round balls that did not explode, but were heated red hot before being fired, evidently resulted in many fractures which were eventually amputated. (To be continued next month)

Navy Achievements...



HM2 Manuel Quizon, above, of Medical Repair and MSSN Shelia Deville, right, of Central Files, receive Navy and Marine Corps Achievement Medals.



LT Marcia Ripley, above, receives a gold star in lieu of her second Navy and Marine Corps Achievement Medal.

Excerpts from Our History...

Navy Traditions and Customs

By CDR James A. Norton, MSC, USN
Director for Administration

In this, our second in a series of articles on Navy traditions and customs, I thought I would share an excerpt from the author of the Fourth edition of the book entitled "Naval Ceremonies, Customs, and Traditions" by Admiral Lovette.

"We may expect many changes in customs and usage; however, there are some eternal verities, "things that perish never;" one of which, and perhaps the most important, is man's indomitable spirit that continues dauntlessly to meet formidable challenges inherent in the profession of arms and in the careers of those who battle the elements. It is for these that often the remembrance of things past, merely the memory of splendid heroism of other days, effects an unshakable resolution in the face of adversity. And of them who so react, it may be said that a great tradition has begun or continued, if action and deed clearly went beyond the call of duty."

The Superstition of Friday

The reluctance of seaman to sail on Friday reached such epic proportion that many years ago the British Government decided to take strong measures to prove the fallacy of the superstition. They laid the keel of a new vessel on Friday, launched her on a Friday and

named her HMS Friday. They then placed her in command of one Captain Friday and sent her to sea on a Friday. The scheme worked well, and had only one draw back... neither ship nor crew were ever heard from again. To this day we do not deploy ships on Fridays.

To Be Three Sheets to the Wind

In the days of sailing ships, this is a phrase which refers to the lines used to control the sails of sailing vessels. When these sheets are cast to the wind (let go), it would cause the old sailing ships to shudder and stagger. The resulting track of the ship would be the same as that of a drunken sailor, out of control, and hence "three sheets in the wind."

Dead Horse

When a sailor pays off a debt to the command (advanced pay, overpayments, etc...) they say they've paid off a Dead Horse. The saying comes from a tradition of British sailors. British seaman, apt to be ashore and unemployed for considerable periods of time between voyages, generally preferred to live in boarding houses near the piers while waiting for sailing ships to take on crews.

During these periods of unrestricted liberty, many ran out of money, so innkeepers carried them on credit until hired out for another voyage. When a seaman was booked on a ship, he was customarily advanced a



CDR James A. Norton, MSC, USN

month's wages, if needed, to pay off his boarding house debt. Then, while paying back the ship's master, he worked for nothing but "salt horse" the first several weeks aboard.

Salt horse was the staple diet of early sailors and it wasn't exactly tasty cuisine. Consisting of a low quality beef that had been heavily salted, the salt horse was tough to chew (some could chew on one piece for several hours) and even tougher to digest. When the debt had been repaid, the salt horse was said to be dead and it was time for great celebration among the crew. Usually, an effigy of a horse was constructed from odds and ends, set afire and then cast afloat to the cheers and hilarity of the crew.

Honored Staff...



HM2 Joseph Blackwell, above, of Medical Repair receives a Navy Achievement Medal. HN Clayton Langdon, right, of MSW receives a Certificate of Commendation.



HN Leonard Santos, left, of Family Practice Clinic receives a Good Conduct Medal.



Beverly Noble, above left, receives a Beneficial Suggestion Award. LTJG Todd Davis and Pat Dougherty, right, receive Safety Achievement Awards for Facilities Management Department.



Chaplain's Corner...

Introducing The New Hospital Chaplain

By Lieutenant Daniel D. Dudley
Chaplain, Naval Hospital Twentynine Palms

I would like to take this opportunity to thank everyone at Naval Hospital for your spirit of support, acceptance, and hospitality. You have all gone out of your way to assist me in this time of transition, making me feel right at home and welcome. I truly look forward to serving you and with you as your command chaplain.

I have met many of you as I have wandered lost and aimlessly through the hospital, but for those I haven't encountered, I would like to introduce myself. I am Lieutenant Daniel D. Dudley, or Chaplain Dudley or just "Chaps" if you like. This is my second tour as a Navy Chaplain. During my first tour, I was stationed in San Diego on board the USS Duluth for two and one half years. I am not yet a seasoned sailor,

but I did get a splash of salt water behind my ears. Prior to entering the Navy, I pastored for five years in Grand Junction, Colorado at the First Church of God. I was born and raised in Casper, Wyo. I received my Bachelor's degree in Criminal Justice at Chadron State College in Neb., and my Master of Divinity in Anderson, Ind. I have ten years of marital experience (Brandie is my home CO), and three wonderful children.

It is my honor to have the opportunity to witness the dawn of a new millennium here with this command, and we have just begun a new year together. Ushering in the new year means many things to many people. For some it is a time of celebration and partying. For others, it is a time for assessment and resolutions. For many of those in the business world, the new year means inventory. Pausing to make a periodic survey of all goods and materials in stock. This infor-

mation is vital in the process of making future orders as well as discarding obsolete and out-dated materials.

As 1997 gives way to '98, I challenge you to pause and take a personal inventory. Make a detailed list of all your goods (gifts and talents). All too often we lose sight or warehouse our strengths and focus on what we don't have. It may be that we need to clean up the warehouse before we can count our hidden goods. Sin often blocks out our God-given talents. There may be items in our life that need to be discarded that are taking up space and weighing us down. When all this is complete, now we can make our future orders (set goals and plan for the new year). We all have God-given gifts and we are called to be good stewards of those gifts. None of us have all the gifts, therefore we need each other. I will share my gifts and I hope you will, too. HAPPY NEW YEAR!

More Awardees...



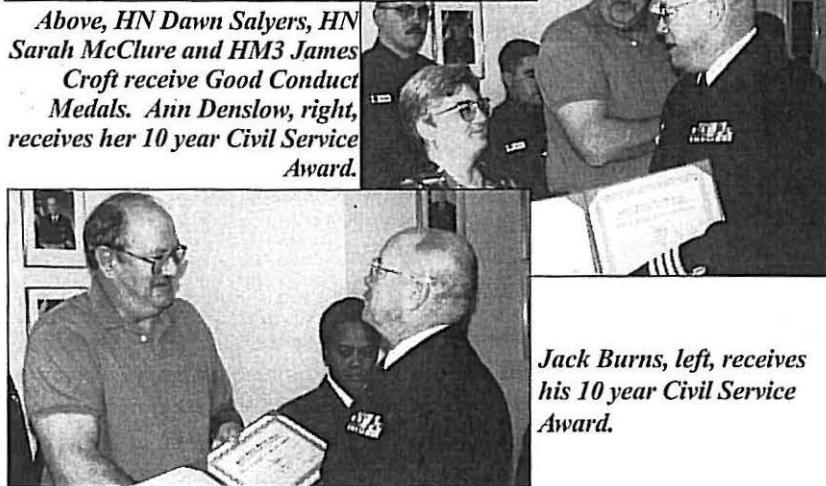
Above, HN Dawn Salyers, HN Sarah McClure and HM3 James Croft receive Good Conduct Medals. Ann Denslow, right, receives her 10 year Civil Service Award.



MS3 Karl Nelson, left, receives a Good Conduct Medal.



HM3 Carlos Aquilar Montoya, above, receives his first Good Conduct Medal.



Jack Burns, left, receives his 10 year Civil Service Award.



Cpl Adam Sin of Marine Liaison, above is promoted to Sgt. His platoon made a special trip to the hospital to for the ceremony.

Here's To Your Health...

Well Advised comes to Naval Hospital

By LCDR J. Anderson
Department Head, Family Health Nursing

Everybody knows about the changes currently occurring in health care. While most Americans admit that changes are needed in our health care system, nearly all agree that the first priority is that health care is easily available and of high quality.

It is also a consensus that we must all participate in this change. Research has shown that when people know more about their health, they take a more active role and make better health decisions. Of particular importance is the ability to discriminate between those situations which can be adequately addressed at home and those which require a health care provider's attention, and the urgency of seeking that attention.

To assist both patients and their health care providers, Naval Hospital Twentynine Palms (NHTP) has purchased 1000 copies of *Well Advised*, a Health Promotion Guide for use by TRICARE Prime members at home to assist them in everyday health decision-making. This resource is intended to aid the consumer to become an active partner in their health care by understanding options and making informed choices.

Well Advised is based upon information gathered from numerous sources. The book is primarily based upon 100 guidelines developed by the Park Nicollet Medical Foundation, a national leader in health care research. Guidelines from the U. S. Preventive Services Task Force, the Agency for Health Care Policy Research, the U. S. Office of Technology Assessment, and the National Institute of Medicine, as well as findings of The Institute for Clinical Systems Integration (comprised of teams including experts from Park Nicollet, Group Health, and the Mayo Clinic) were used.

Studies have shown that the overwhelming majority of calls to health care providers address 40 common conditions. *Well Advised* focuses on answering questions about these common health problems and providing guidance regarding the appropriate action to take, and the point at which a health care provider should be contacted. For emergency situations, advice is provided to aid in making decisions until contact is

achieved, and to help determine if a degree of urgency is present which mandates the use of the emergency room.

For routine, less urgent problems or ongoing chronic health issues, basic actions and decision guides emphasize medical care which can be provided in the home.

Finally, *Well Advised* addresses steps which can be taken to improve your health and minimize risks which can lead to the development of serious medical conditions. *Well Advised* is not intended to be a substitute for quality medical care, rather a supplement to maximize your participation in maintaining optimum health. Ultimately, your knowledge, actions and beliefs will have a greater impact upon your future health than any other factor.

Well Advised can be obtained by eligible beneficiaries by attending a class at NHTP. You may sign up for the class by calling 830-2286, or reporting to the Central Appointments representative available at the Mental Health/TRICARE reception desk at NHTP. Registration in TRICARE Prime will be confirmed at the time of scheduling. The staff of NHTP clinics cannot schedule persons who call in by phone or are present in the clinics. To permit access for maximum participation of families, we ask that no more than two members of a single fam-



Captain R.S. Kayler, Commanding Officer, Naval Hospital 29 Palms receives his copy of *Well Advised*

ily attend a class. Attendance of the Active Duty member, while desirable, is not mandatory if another family member's attendance is more feasible. To prevent distractions, please do not bring children to the class. High School age students are welcome with a parent; if you bring a younger child to the class, rescheduling in a later class will be necessary.

For further information, POC is LCDR J. Anderson, NC, USN, Department Head, Family Health Nursing, extension 2126 or 2093/94.

New Policy For The Medical Directorate Will Require Late Arrivals For Appoints To Reschedule

Have you ever arrived on time for a medical appointment, but had to wait 20 to 30 minutes or even longer to see your provider?

Frequently, one of the causes for delays is that one or more patients with appointments earlier in the day have arrived at the clinic late, and initiated a cascade of delays which gradually increase to a significant delay later in the day. This has been a problem in clinics for as long as they have existed.

To respond to this problem, a new policy has been instituted in the clinics of the Medical Directorate (Pediatric, Internal Medicine and Family Practice Clinics). Effective immediately, patients who report for an ap-

pointment ten or more minutes late will be required to reschedule their appointment. Hopefully this will significantly decrease the length of time patients must wait to see their provider after arriving at the clinic.

The Medical Directorate is cognizant that delays can occur which are beyond the control of an individual. However, the majority of late arrivals are not perceived to be due to this type of situation, but rather simply to "running late." Out of consideration for the majority of our consumers, this policy has been adapted.

POC for questions regarding this policy is LCDR J. Anderson, extension 2126 or 2093/94.

Command Financial Specialist (CFS) Team

HMCS(AW/FMF) Ted Gogo
Command Financial Specialist

Are you borrowing money from friends and family to pay your bills? Is your savings cushion (which should be at least three months' take-home pay) inadequate or nonexistent? Is your debt to income ratio higher than 20%?

If you answer "Yes" or "I don't know" (or you just want to play it smart), make an appointment to see one of your friendly neighborhood Financial Specialists, now!

Who Do You Call?

The Command Financial Specialist (CFS) Team: MS1 Leslie Robinson at extension 2044; HM1 Ferdinand Chapoco at extension 2101 and after January 1998: HMC Kevin Mass at 2474, or HM2 Kyle Cipra at 2140. We hold office at room 210,

3rd deck at MIW. Please give these dedicated members a chance to help you. Don't wait until it's too late.

What Services Do We Provide?

The CFS Team assists the command in training personnel in the basics of personal financial management. We also provide counseling and referral service to those experiencing problems in this area. Together with the experts at Family Services Centers and Navy-Marine Corps Relief Society offices we function as the key elements of the Navy's Personal Financial Management program. This is one more way that our command can help to take care of its own.

Who Can Use These Services?

Although our personal budgeting classes held twice a month is intended for Active Duty military personnel, we encourage non-military spouses and our civilian staff to join us. We also provide one-on-one counseling,

if beneficial, to our members. These classes can be a source of relief from financial stresses.

What's Our Advise?

Get in to one of our personal financial management classes and get a budget done. A budget is like a goal, everyone should have one. If you're the LPO, LCPO or Department Head, encourage your staff to get a personal budget done. Give your staff time to attend our budgeting classes. It will surely pay off in the long run in terms of decreased disciplinary problems related to financial issues, bankruptcy rates, "bounced" checks and Navy-Marine Corps Relief Society caseload and dollar assistance.

Help us help you and your families realize a more satisfactory quality of life through better management of your financial resources.

PRT Achievement...



HM2 Gregory Potter receives recognition for significant Physical Readiness Achievement.

HN Martin Vasquez also receives recognition for significant Physical Readiness Achievement.

Army Brass Looks On...



From left to right, Angela Clark, BG Patrick Scully, MG John Cuddy and CAPT Uriel Limjoco posed for this photo after the Army medical generals visited NHTP's scientific exhibit, "Breast Cancer Awareness in a Remote Desert Population" at the 104th Annual Meeting of the Association of Military Surgeons of the United States in Nashville, Tenn. MG Cuddy is Deputy Surgeon General, United States Army.

Special Thanks...



Captain R.S. Kayler receives a special thanks from the 40 and 8 Organization of the American Legion for flying the POW/MIA flag daily.



Bio-Med Repair Department's leadership and teamwork in Physical Readiness has earned itself a place in Naval Hospital Twentynine Palm's history. It is the first department ever to win this pioneer award. Bio-Med Repair Department's name and PRT Score will forever grace this beautiful trophy for posterity.

Hospital Twentynine Palms Hard Chargers...



New Third Class Petty Officers



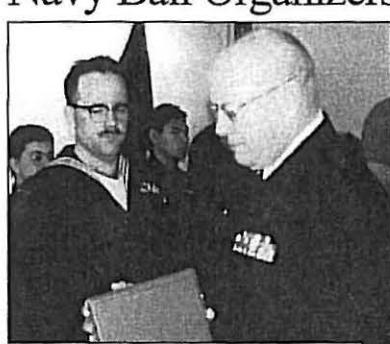
HM2 Kyle Cipra is selected as the Marine Corps Air Ground Combat Center's Senior Sailor of the Quarter.



New First Class Petty Officers



New Second Class Petty Officers



Navy Ball Organizers...



From left to right, Petty Officers John M. Ellis, Melinda B. Zupinski, Trent A. Osier and Ingrad A. Osier receive Certificates of Commendation from the Commanding General, Marine Corps Air Ground Combat Center for their superior performance on the 222nd Navy Anniversary Ball Committee.